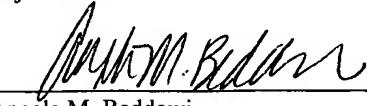




2153 1752  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE  
AMENDMENT TRANSMITTAL LETTER

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on May 4, 2004.

  
Angela M. Beddawi

Applicant : Shlomo Varsano  
Application No. : 10/035,806  
Filed : November 8, 2001  
Title : METHOD AND APPARATUS FOR AUTOMATED SERVICE LEVEL AGREEMENTS

RECEIVED

Grp./Div. : 1752  
Examiner : Glenton B. Burgess  
Docket No. : 47240/LTR/I281

MAY 17 2004

Technology Center 2100

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Post Office Box 7068  
Pasadena, CA 91109-7068  
May 4, 2004

Commissioner:

Enclosed is an amendment to the above-identified application.

CLAIMS AS AMENDED						
	Claims Remaining After Amendment	Highest Number Paid For	Number Extra Claims	Small Entity Rate	Large Entity Rate	FEE
Total Claims Fee	65+5	*55	15	x \$9.00	15 x \$18.00	270
Independent Claims	17	** 16	1	x \$43.00	1 x \$86.00	86
Multiple Dependent Claims ***				\$145.00	\$290.00	290
TOTAL FILING FEE						646
NO ADDITIONAL FEE REQUIRED ****	IF NO FEE REQUIRED, INSERT "0"					

LIST INDEPENDENT CLAIMS: 1, 7, 12, 17, 20, 23, 25, 27, 33, 38, 43, 46, 48, 50, 52, 54 and 56

\* IF HIGHEST NUMBER PREVIOUSLY PAID FOR IS 20 OR LESS, WRITE "20" IN COLUMN 3  
\*\* IF HIGHEST NUMBER PREVIOUSLY PAID FOR IS 3 OR LESS, WRITE "3" IN COLUMN 3  
\*\*\* PAY THIS FEE ONLY WHEN MULTIPLE DEPENDENT CLAIMS ARE ADDED FOR THE FIRST TIME  
\*\*\*\* IF NO FEE REQUIRED, ADDRESS ENVELOPE TO "BOX NON-FEE AMENDMENTS"

X

Attached is our check for \$646 to pay the fees calculated above.  
A Petition for Extension of Time and the required fee are enclosed.

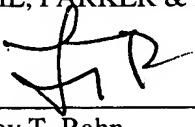
**Amendment Transmittal Letter**  
**Application No. 10/035,806**

\_\_\_\_\_  
Other enclosures:

The Commissioner is hereby authorized to charge any fees under 37 CFR 1.16 and 1.17 which may be required by or to give effect to this paper to Deposit Account No. 03-1728. Please show our docket number with any charge or credit to our Deposit Account. **A copy of this letter is enclosed.**

Respectfully submitted,

CHRISTIE, PARKER & HALE, LLP

By   
LeRoy T. Rahn  
Reg. No. 20,356  
626/795-9900

LTR/amb

AMB PAS563646.1-\* 05/4/04 10:00 AM